

## **Olivares, Diego**

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**From:** SILLANTAU, Tuula <Tuula.Sillantaus@canadapost.postescanada.ca>  
**Sent:** October 10, 2016 10:00 PM  
**To:** Olivares, Diego; SHEPPARD, Bruce  
**Subject:** RE: CPC/CBSA OHS Meeting - Significant Events and Unknown Powder Spills

Hi,  
I am available tomorrow at the proposed time.

Tx Tuula

**From:** Olivares, Diego [mailto:Diego.Olivares@cbsa-asfc.gc.ca]  
**Sent:** October-10-16 5:12 PM  
**To:** SILLANTAU, Tuula <Tuula.Sillantaus@canadapost.postescanada.ca>; SHEPPARD, Bruce <bruce.sheppard@canadapost.postescanada.ca>  
**Subject:** RE: CPC/CBSA OHS Meeting - Significant Events and Unknown Powder Spills

Hi Bruce and Tuula,

Just a friendly reminder of the proposal for the meeting and time. Please let me know if you would be able to make it; alternatively, I can reschedule for a time where we can all meet.

October 11, 2016 04:30 PM-05:30 PM at VIMC Boardroom

Please let me know if you have any questions.

Diego

-----Original Appointment-----

**From:** Olivares, Diego **On Behalf Of** Pac, CBSA VIMC Timesheets  
**Sent:** October 5, 2016 5:49 PM  
**To:** Tuula.Sillantaus@canadapost.postescanada.ca; SHEPPARD, Bruce <bruce.sheppard@canadapost.postescanada.ca> (bruce.sheppard@canadapost.postescanada.ca); Mattis, Norm; Lee, DavidK  
**Subject:** CPC/CBSA OHS Meeting - Significant Events and Unknown Powder Spills  
**When:** October 11, 2016 04:30 PM-05:30 PM (UTC-08:00) Pacific Time (US & Canada).  
**Where:** VIMC Boardroom

Items for discussion:

1. CPC/CBSA Unknown Powder Procedures
2. Areas of responsibilities for response to an event
3. Communications strategy during a significant powder spill event
4. Lessons learned from the Partial/Full evacuation and Richmond Haz Mat Response

Please let me know if there are any other topics you would like to add to the agenda.

Diego

## Olivares, Diego

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**From:** SILLANTAU, Tuula <Tuula.Sillantaus@canadapost.postescanada.ca>  
**Sent:** October 11, 2016 11:12 AM  
**To:** Olivares, Diego; SHEPPARD, Bruce; Mattis, Norm; Lee, DavidK; Gosal, Rani  
**Subject:** RE: CPC/CBSA OHS Meeting - Significant Events and Unknown Powder Spills

Works for me too.

Thank you.

Tuula

**From:** Olivares, Diego [mailto:Diego.Olivares@cbsa-asfc.gc.ca]  
**Sent:** October-11-16 9:46 AM  
**To:** SHEPPARD, Bruce <bruce.sheppard@canadapost.postescanada.ca>; SILLANTAU, Tuula <Tuula.Sillantaus@canadapost.postescanada.ca>; Mattis, Norm <Norm.Mattis@cbsa-asfc.gc.ca>; Lee, DavidK <DavidK.Lee@cbsa-asfc.gc.ca>; Gosal, Rani <Rani.Gosal@cbsa-asfc.gc.ca>  
**Subject:** Re: CPC/CBSA OHS Meeting - Significant Events and Unknown Powder Spills

16:15 works for me and I believe this would work for Norm as well but ill check with him when he gets in.

Diego Olivares

---

**From:** SHEPPARD, Bruce  
**Sent:** Tuesday, October 11, 2016 9:02 AM  
**To:** Olivares, Diego; SILLANTAU, Tuula  
**Subject:** RE: CPC/CBSA OHS Meeting - Significant Events and Unknown Powder Spills

Hey Diego,

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**From:** Olivares, Diego  
**Sent:** November 11, 2016 06:54 PM  
**To:** Tuula.Sillantaus@canadapost.postescanada.ca; SHEPPARD, Bruce  
<bruce.sheppard@canadapost.postescanada.ca>  
(bruce.sheppard@canadapost.postescanada.ca)  
**Cc:** Lee, DavidK  
**Subject:** Emergency Spill Procedures Meeting – a collaborative discussion with Richmond Fire Department

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

**Categories:** Orange Category

Hello Tuula and Bruce,

Last week we had the opportunity to meet with Chief [REDACTED] from the Richmond Fire Department to discuss CBSA's spill procedures in order to further improve our response to a spill that requires an emergency response. We had a very productive discussion regarding the last few evacuations and HAZ MAT response by the Fire Department.

I would like to ask you both if you could join us in this conversation in order to further enhance a response to an emergency spill in our work areas. We believe that there would be a lot of value to have CBSA, CPC and Richmond Fire all in the same table to informally discuss how to improve our collaborative response to these scenarios.

We are looking to schedule a meeting in the week of November 21<sup>st</sup>-25<sup>th</sup>. For now, I would like to tentatively schedule a meeting on **Tuesday November 22<sup>nd</sup> (10:00-1200)**.

The topics of discussion would be the following:

1. Review and discuss current Spill Response Procedures (CBSA and CPC)
2. Discussions to enhance and/or develop an Emergency Spill Response Procedure to compliment the Richmond Fire Department's current procedures and expectations

Please let me know if you have any questions and if there is a date to meet that works better for you.

Thank you.,

**Diego Olivares**

Superintendent, Vancouver International Mail Centre  
Canada Border Services Agency / Government of Canada  
[Diego.Olivares@cbsa-asfc.gc.ca](mailto:Diego.Olivares@cbsa-asfc.gc.ca) / Tel: 604-666-3412 / Cel:

/ TTY: 866-335-3237

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## Olivares, Diego

---

**From:** Olivares, Diego  
**Sent:** October 5, 2016 05:27 PM  
**To:** 'SHEPPARD, Bruce'; SILLANTAU, Tuula; Mattis, Norm  
**Cc:** Lee, DavidK  
**Subject:** RE: Follow up H&S meeting

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

**Categories:** Orange Category

Hi Bruce and Tuula,

We would be happy to meet and have a discussion on powder spills. We have some SOPs when it comes to managing a scene/situation where a powder spill is identified. Although most spills tend to be found in the CPC area, there is still an element where CBSA and CPC need to coordinate to ensure an efficient response. Norm and I would also like to invite/request the evening CPC Leads (Jennifer and anyone else you deem appropriate) to this meeting as most of the events tend to happen during Shift#2 (afternoons). Having all players at the table would be externally productive if it would be at all possible.

Sometime next week (October 9<sup>th</sup> -12<sup>th</sup> ) would probably work best as we have some guests from Ottawa all of this week in the facility. I will propose the following date and time and we can adjust from there.

**Tuesday October 11<sup>th</sup>**  
**VIMC Boardroom**  
**16:30-17:30**

I will follow up with an calendar invite and I will put together some agenda items for discussion. Please let me know if there is anything else that you may want to discuss during the meeting and I will put it on the agenda.

Thanks,

Diego

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**From:** SHEPPARD, Bruce [mailto:[bruce.sheppard@canadapost.postescanada.ca](mailto:bruce.sheppard@canadapost.postescanada.ca)]  
**Sent:** September 30, 2016 11:53 AM  
**To:** Olivares, Diego; SILLANTAU, Tuula  
**Subject:** Follow up H&S meeting

Hi Diego,

Do you have time next Wed to get together and have a follow up session on powder spills etc?

Let me know and Ill schedule something,

Thanks,  
Bruce

## Olivares, Diego

---

**Subject:** CPC/CBSA OHS Meeting - Significant Events and Unknown Powder Spills  
**Location:** VIMC Boardroom

**Start:** Tue 2016-10-11 04:30 PM  
**End:** Tue 2016-10-11 05:30 PM  
**Show Time As:** Tentative

**Recurrence:** (none)

**Meeting Status:** Not yet responded

**Organizer:** Pac, CBSA VIMC Timesheets  
**Required Attendees:** Tuula.Sillantaus@canadapost.postescanada.ca; SHEPPARD, Bruce  
<bruce.sheppard@canadapost.postescanada.ca>  
(bruce.sheppard@canadapost.postescanada.ca); Mattis, Norm; Lee, DavidK

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### Items for discussion:

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**From:** Olivares, Diego  
**Sent:** October 26, 2016 08:30 AM  
**To:** Tuula.Sillantaus@canadapost.postescanada.ca;  
bruce.sheppard@canadapost.postescanada.ca  
**Cc:** Lee, DavidK; Yan, Bonnie  
**Subject:** Fentanyl Presentation

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

**Categories:** Orange Category

Hi Tuula and Bruce,

We are putting the final touches on the presentation to present to your management team. I know that Dave would like to be there as well. He will be back on Nov 7th and perhaps we can look at a date that works for everyone to meet.

Once we have everyone on the same page we can begin refining our collaborative spill procedures at the plant. We expect the results of the independent hazard investigation very soon and should be able to build a good approach to these situations.

Please let me know if you have any questions or comments.

Thanks,

Diego

Diego Olivares

## Olivares, Diego

---

**From:** Olivares, Diego  
**Sent:** November 11, 2016 11:35 PM  
**To:** 'Tuula.Sillantaus@canadapost.postescanada.ca'; 'SHEPPARD, Bruce <bruce.sheppard@canadapost.postescanada.ca> (bruce.sheppard@canadapost.postescanada.ca)'  
**Cc:** Lee, DavidK  
**Subject:** RE: Emergency Spill Procedures Meeting – a collaborative discussion with Richmond Fire Department

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

**Categories:** Orange Category

Hi Tuula and Bruce,

Please note the proposed date should read **Wednesday November 23<sup>rd</sup> (1000-1200)**.

My apologies for the confusion.

Diego

---

**From:** Olivares, Diego  
**Sent:** November 11, 2016 6:54 PM  
**To:** Tuula.Sillantaus@canadapost.postescanada.ca; SHEPPARD, Bruce <bruce.sheppard@canadapost.postescanada.ca> (bruce.sheppard@canadapost.postescanada.ca)  
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**Sent:** November 15, 2016 05:28 PM  
**To:** 'SILLANTAU, Tuula'  
**Subject:** RE: Emergency Spill Procedures Meeting – a collaborative discussion with Richmond Fire Department

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

**Categories:** Orange Category

Hi Tuula,

Thank you again for this information. This will be a great start to our equipment.

I will pencil you in for November 23<sup>rd</sup> and I will let you know if anything changes.

Diego

---

**From:** SILLANTAU, Tuula [mailto:Tuula.Sillantaus@canadapost.postescanada.ca]  
**Sent:** November 15, 2016 5:06 PM  
**To:** Olivares, Diego  
**Subject:** RE: Emergency Spill Procedures Meeting – a collaborative discussion with Richmond Fire Department

Hi Diego,  
Attached you will find a copy of our HazMat cabinet list at this time.

I will try to source some plastics that would easily cover a mono eg. small air can clear cover plastics.

Tx Tuula

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**Cc:** Lee, DavidK <DavidK.Lee@cbsa-asfc.gc.ca>  
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## Olivares, Diego

---

**Subject:** CBSA/CPC Discussions on Spill Procedures  
**Location:** CBSA Boardroom

**Start:** Thu 2016-12-01 10:00 AM  
**End:** Thu 2016-12-01 11:30 AM  
**Show Time As:** Tentative

**Recurrence:** (none)

**Meeting Status:** Not yet responded

**Organizer:** Pac, CBSA VIMC Timesheets  
**Required Attendees:** Tuula.Sillantaus@canadapost.postescanada.ca; SHEPPARD, Bruce  
<bruce.sheppard@canadapost.postescanada.ca>  
(bruce.sheppard@canadapost.postescanada.ca); Lee, DavidK; Beglaw, Sarah; Olivares, Diego (Diego.Olivares@cbsa-asfc.gc.ca)

**Categories:** Orange Category

Hi Tuula and Bruce,

I would like to schedule a follow up meeting in order to make further progress regarding the CBSA/CPC Spill procures after the discussion we had with Richmond Fire Department last week. Both CBSA and CPC is requested to bring a copy for current Spill Procedures to the meeting.

Please let me know if the date and time work for your availability.

**Thursday December 1<sup>st</sup>, 2016**  
**CBSA Boardroom**  
**10:00-11:30**

Please let me know if you have any questions.

### Diego Olivares

Superintendent, Vancouver International Mail Centre  
Canada Border Services Agency / Government of Canada  
[Diego.Olivares@cbsa-asfc.gc.ca](mailto:Diego.Olivares@cbsa-asfc.gc.ca) / Tel: 604-666-3412 / Cel:

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## Olivares, Diego

---

**From:** Olivares, Diego  
**Sent:** November 30, 2016 09:18 AM  
**To:** SHEPPARD, Bruce  
**Cc:** SILLANTAUS, Tuula  
**Subject:** Re: Spill Procedures - Thursday December 1st (10:00-11:30)

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

**Categories:** Orange Category

Great. Thanks Bruce.

Diego Olivares

**From:** SHEPPARD, Bruce  
**Sent:** Wednesday, November 30, 2016 9:09 AM  
**To:** Olivares, Diego  
**Cc:** SILLANTAUS, Tuula  
**Subject:** Re: Spill Procedures - Thursday December 1st (10:00-11:30)

Hi Diego,  
I am available,

Bruce

Sent from my BlackBerry 10 smartphone on the TELUS network.

**From:** Olivares, Diego  
**Sent:** Wednesday, November 30, 2016 9:03 AM  
**To:** SHEPPARD, Bruce; SILLANTAUS, Tuula  
**Subject:** Spill Procedures - Thursday December 1st (10:00-11:30)

Hi Bruce and Tuula,

I was hoping to confirm today if you are both available to meet tomorrow to continue discussions on the spill procedures.

We can certainly re-schedule if needed. Please let me know and I will adjust the meeting date accordingly

Thank you,

Diego Olivares

## **Olivares, Diego**

---

**From:** Olivares, Diego  
**Sent:** November 30, 2016 09:03 AM  
**To:** bruce.sheppard@canadapost.postescanada.ca;  
Tuula.Sillantaus@canadapost.postescanada.ca  
**Subject:** Spill Procedures - Thursday December 1st (10:00-11:30)  
  
**Follow Up Flag:** Follow up  
**Flag Status:** Flagged  
  
**Categories:** Orange Category

Hi Bruce and Tuula,

I was hoping to confirm today if you are both available to meet tomorrow to continue discussions on the spill procedures.

We can certainly re-schedule if needed. Please let me know and I will adjust the meeting date accordingly.

Thank you,

Diégo Olivares

## **Olivares, Diego**

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**From:** Olivares, Diego  
**Sent:** November 30, 2016 08:48 PM  
**To:** 'SILLANTAUUS, Tuula'; SHEPPARD, Bruce  
**Subject:** RE: Spill Procedures - Thursday December 1st (10:00-11:30)

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

**Categories:** Orange Category

Great! I will see you at 10:00 tomorrow! I will be bringing a DRAFT version of our spill procedures with me. I will also bring any documents that may allow us to facilitate the conversation further

Thank you,

Diego

**From:** SILLANTAUUS, Tuula [mailto:Tuula.Sillantaus@canadapost.postescanada.ca]  
**Sent:** November 30, 2016 9:54 AM  
**To:** SHEPPARD, Bruce; Olivares, Diego  
**Subject:** RE: Spill Procedures - Thursday December 1st (10:00-11:30)

I am also available. Tuula

**From:** SHEPPARD, Bruce  
**Sent:** November-30-16 9:09 AM  
**To:** Olivares, Diego <Diego.Olivares@cbsa-asfc.gc.ca>  
**Cc:** SILLANTAUUS, Tuula <Tuula.Sillantaus@canadapost.postescanada.ca>  
**Subject:** Re: Spill Procedures - Thursday December 1st (10:00-11:30)

Hi Diego,  
I am available,

Bruce

Sent from my BlackBerry 10 smartphone on the TELUS network.

**From:** Olivares, Diego  
**Sent:** Wednesday, November 30, 2016 9:03 AM  
**To:** SHEPPARD, Bruce; SILLANTAUUS, Tuula  
**Subject:** Spill Procedures - Thursday December 1st (10:00-11:30)

Hi Bruce and Tuula,

I was hoping to confirm today if you are both available to meet tomorrow to continue discussions on the spill procedures.

We can certainly re-schedule if needed. Please let me know and I will adjust the meeting date accordingly.

Thank you,

Diego Olivares

## Olivares, Diego

---

**Subject:** Emergency Spill Response - Discussion with Richmond Fire Department  
**Location:** CBSA Boardroom

**Start:** Wed 2016-11-23 10:00 AM  
**End:** Wed 2016-11-23 12:00 PM  
**Show Time As:** Tentative

**Recurrence:** (none)

**Meeting Status:** Not yet responded

**Organizer:** Olivares, Diego  
**Required Attendees:** Wilkinson,Tim <TWilkinson@richmond.ca> (TWilkinson@richmond.ca);  
Tuula.Sillantaus@canadapost.postescanada.ca; SHEPPARD, Bruce  
<bruce.sheppard@canadapost.postescanada.ca>  
(bruce.sheppard@canadapost.postescanada.ca); Lee, DavidK; Olivares, Diego  
(Diego.Olivares@cbsa-asfc.gc.ca)

**Categories:** Orange Category

Hello all,

The purpose of this meeting is to facilitate collaborative discussions between The Canada Border Services Agency (CBSA), Canada Post Corporation (CPC) and The Richmond Fire Department (RFD) in regards to the appropriate emergency response to unknown powder spills.

The goal of this meeting is to obtain the information required to develop a response plan that will meet the health and safety needs both CPC and CBSA while complementing the actions of first responders (RFD).

CPC and CBSA will ensure to bring a hardcopy of the current **Emergency Spill Procedures** to the meeting to assist with the discussions.

**When:** November 23rd  
**Location:** CBSA Boardroom  
**Time:** 10:00-12:00

Thank you,

**Diego Olivares**

Superintendent, Vancouver International Mail Centre  
Canada Border Services Agency / Government of Canada  
[Diego.Olivares@cbsa-asfc.gc.ca](mailto:Diego.Olivares@cbsa-asfc.gc.ca) / Tel: 604-666-3412 / Cell:

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## **Olivares, Diego**

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**From:** Olivares, Diego  
**Sent:** October 17, 2016 10:29 PM  
**To:** 'SILLANTAUS, Tuula'  
**Cc:** Lee, DavidK  
**Subject:** RE: Protocols for Possible Fentanyl

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

**Categories:** Orange Category

Hi Tuula,

We are also in the process of refining our approach to be consistent across the other mail centers. As you mentioned, the approach will be in general terms and we will be looking to get feedback from Richmond Fire and BC Ambulance to try and get the best overall product. I am in this week for most evenings if you would like to meet up to chat further on this.

We are always happy to help and will make sure to provide any assistance we can. I will keep you updated.

Thanks,

Diego

---

**From:** SILLANTAUS, Tuula [mailto:Tuula.Sillantaus@canadapost.postescanada.ca]  
**Sent:** October 14, 2016 10:26 AM  
**To:** Lee, DavidK; Olivares, Diego  
**Subject:** Protocols for Possible Fentanyl

Good Morning,

I have just received a request from my Director, asking me to reach out to both of you in hopes that you would be willing to share your written protocols that you have established for Fentanyl.

CPC is looking at establishing protocols at all 3 Exchange Offices which is naturally very important.

As we have been discussing, I anticipate your written protocols to be likely written generally for an unknown substance and then specifically for suspected fentanyl based on risk assessment.

If you would be able to help us out with sharing of this information, we'd really appreciate it.

Thank you in advance.

Tuula

Tuula Sillantaus  
Officer, Health and Safety | Canada Post / Agents, Santé professionnelle et sécurité | Postes Canada



[info@canadapost.ca](mailto:info@canadapost.ca)  
T 604-273-1606 ext. 21317 | C  
5940 Ferguson Road  
Richmond, BC, V6B 4Z3  
[canadapost.ca](http://canadapost.ca) / [postescanada.ca](http://postescanada.ca)

## **Olivares, Diego**

---

**From:** Olivares, Diego  
**Sent:** October 14, 2016 10:31 PM  
**To:** Gill, Cindy  
**Subject:** CPC Fentanyl Presentation  
**Attachments:** Fentanyl Presentaion .pptx

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

**Categories:** Orange Category

So... CPC has asked us to make a presentation to their senior management team on fentanyl. Dave confirmed that we could have this presentation include "enforcement sensitive pictures" but we would not be able to give them a hard copy of the presentation. I believe we have very tight time frames for this as I think Tuula and Bruce were hoping to schedule something this coming week (I think). You and I could present this to the CPC management team once it's ready – but it may most likely be you since I'm on nights.

I know you already have some awesome power points ready to go with some enforcement examples pictures. I have started putting to gather some slides with info and stats and I was hoping that you could add some of the most notable intercepts.

Let me know what you think...

### **Diego Olivares**

Superintendent, Vancouver International Mail Centre  
Canada Border Services Agency / Government of Canada  
[Diego.Olivares@cbsa-asfc.gc.ca](mailto:Diego.Olivares@cbsa-asfc.gc.ca) / Tel: 604-666-3412 / Cel:

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# HazMat Locker Contents (rev. Feb 14, 2015)

**PLEASE DO NOT ACCESS CONTENTS FOR  
EVERYDAY USE!**

- ☐ Needlestick resistant gloves (ODC / EFM & Transp. Hub only)
- ☐ Large sharps (biohazard) container (ODC / EFM & Transp. Hub only)
- ☐ 1 box of nitrile gloves of each size (M, L, XL)
- ☐ Heavy-duty acid resistant nitrile / neoprene gloves (XL)
- ☐ Neoprene apron
- ☐ Goggles
- ☐ N-95 masks (in a closed clear bag)
- ☐ Tongs
- ☐ Tweezers (ODC / EFM locker only)
- ☐ Duct tape (1 roll)
- ☐ Yellow caution tape (1 roll)
- ☐ Red danger tape (1 roll)
- ☐ Bucket with absorbent
- ☐ Sorbent pads or roll of shop towels
- ☐ Dust pan and brush
- ☐ Broom & shovel
- ☐ Sealable CPC plastic bags in various sizes
- ☐ Very large clear plastic bags
- ☐ Red damage tags
- ☐ Large bottle of bleach / anti-microbial liquid

**AUTHORIZED ACCESS ONLY – Supervisors Please Replace  
Products (through Kent Mapoles)**

## Olivares, Diego

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**From:** SILLANTAU, Tuula <Tuula.Sillantaus@canadapost.postescanada.ca>  
**Sent:** November 15, 2016 05:06 PM  
**To:** Olivares, Diego  
**Subject:** RE: Emergency Spill Procedures Meeting – a collaborative discussion with Richmond Fire Department  
**Attachments:** HazMat Locker Contents List (rev. Feb 14, 2014).doc

Hi Diego,  
Attached you will find a copy of our HazMat cabinet list at this time.

I will try to source some plastics that would easily cover a mono eg. small air can clear cover

Tx Tuula

**From:** Olivares, Diego [mailto:Diego.Olivares@cbsa-asfc.gc.ca]  
**Sent:** November-11-16 6:54 PM  
**To:** SILLANTAU, Tuula <Tuula.Sillantaus@canadapost.postescanada.ca>; SHEPPARD, Bruce <bruce.sheppard@canadapost.postescanada.ca>  
**Cc:** Lee, DavidK <DavidK.Lee@cbsa-asfc.gc.ca>  
**Subject:** Emergency Spill Procedures Meeting – a collaborative discussion with Richmond Fire Department

Hello Tuula and Bruce,

Last week we had the opportunity to meet with Chief [redacted] from the Richmond Fire Department to discuss CBSA's spill procedures in order to further improve our response to a spill that requires an emergency response. We had a very productive discussion regarding the last few evacuations and HAZ MAT response by the Fire Department.

I would like to ask you both if you could join us in this conversation in order to further enhance a response to an emergency spill in our work areas. We believe that there would be a lot of value to have CBSA, CPC and Richmond Fire all in the same table to informally discuss how to improve our collaborative response to these scenarios.

We are looking to schedule a meeting in the week of November 21<sup>st</sup>-25<sup>th</sup>. For now, I would like to tentatively schedule a meeting on **Tuesday November 22<sup>nd</sup> (10:00-1200)**.

The topics of discussion would be the following:

1. Review and discuss current Spill Response Procedures (CBSA and CPC)
2. Discussions to enhance and/or develop an Emergency Spill Response Procedure to compliment the Richmond Fire Department's current procedures and expectations

Please let me know if you have any questions and if there is a date to meet that works better for you.

Thank you.,

**Diego Olivares**

Superintendent, Vancouver International Mail Centre  
Canada Border Services Agency / Government of Canada  
[Diego.Olivares@cbsa-asfc.gc.ca](mailto:Diego.Olivares@cbsa-asfc.gc.ca) / Tel: 604-666-3412 / Cel: 6

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[Diego.Olivares@cbsa-asfc.gc.ca](mailto:Diego.Olivares@cbsa-asfc.gc.ca) / Tél. : 604-666-3412 / Tél. cell. :

## Hamelin, Valerie

---

**From:** CHARRON , Martin <martin.charron@canadapost.postescanada.ca>  
**Sent:** November 8, 2016 10:58 AM  
**To:** Chayeski, Joseph; Lee, DavidK  
**Subject:** FW: Processing to Reduce Inventory

FYI.... I forgot to include you guys in my response.

Sorry.

*Martin Charron*

Martin Charron  
Manager / Gestionnaire  
International Product Management / Gestion de Produits Internationale  
5940 Ferguson Road  
Suite 180  
Richmond BC V7B 0B1  
Phone / Téléphone: 604-273-1606 Ext: 21544  
Mobile / Cellulaire: 604-340-1656  
Fax / Télécopieur: 604-273-0757  
E-mail / Courriel : [martin.charron@canadapost.ca](mailto:martin.charron@canadapost.ca)

---

**From:** CHARRON , Martin  
**Sent:** November-08-16 7:28 AM  
**To:** FRANZKE, Heinz <heinz.franzke@canadapost.postescanada.ca>  
**Cc:** FAYAD-WALLACE, Lily <lily.wallace@canadapost.postescanada.ca>; Dennis Jarvis  
(dennis.jarvis@canadapost.postescanada.ca) <dennis.jarvis@canadapost.postescanada.ca>; MATSUMOTO, Doug  
<doug.matsumoto@canadapost.postescanada.ca>; SHEPPARD, Bruce <bruce.sheppard@canadapost.postescanada.ca>;  
MAGEE, Stuart C. <stuart.magee@canadapost.postescanada.ca>; DESMARAIS, Rene  
<rene.desmarais@canadapost.postescanada.ca>; SHEARON, Mike <mike.shearon@canadapost.postescanada.ca>;  
WILSON, Brian M. (VP, Operations) <brianm.wilson@canadapost.postescanada.ca>  
**Subject:** RE: Processing to Reduce Inventory

Good morning Heinz,

The agreement was discussed with Local CBSA Director and Local CBSA Chief and all was in agreement to begin

My email was not sent blindly. My email was sent after a discussion and agreement from the CBSA Local Operations along with their full support, along with discussions with local Engineering and also with discussions at our weekly production meeting with local operations which also involves myself, engineering and CBSA.

While we (Bruce, myself, engineering and CBSA) fully understand that there will need to be coordination to be able to handle these changes, we expressed it with CBSA at the production meeting that it would take some changes on our (CPC) part to be able to make the process changes required to streamline the process flow and make this a reality.

I do apologize that my email does state that we would begin on shift #2 yesterday and that is miss worded by me. What that mean was that we had discussed the change and we will relay the changes to the operational floor and make the necessary adjustments to make this change possible with the assistance of engineering and operations. Those discussions did begin yesterday. I understand that my email is confusing in that it does appear that we would be fully changed as of yesterday shift #2 and that is not correct and I do apologize for this confusion.

I hope this answers some of your concerns Heinz and if you would like to discuss further I am available today.

Thank you.

*Martin Charron*

Martin Charron  
Manager / Gestionnaire  
International Product Management / Gestion de Produits Internationale  
5940 Ferguson Road  
Suite 180  
Richmond BC V7B 0B1  
Phone / Téléphone: 604-273-1606 Ext: 21544  
Mobile / Cellulaire: 604-340-1656  
Fax / Télécopieur: 604-273-0757  
E-mail / Courriel : [martin.charron@canadapost.ca](mailto:martin.charron@canadapost.ca)

---

**From:** FRANZKE, Heinz  
**Sent:** November-07-16 3:20 PM  
**To:** CHARRON, Martin <[martin.charron@canadapost.postescanada.ca](mailto:martin.charron@canadapost.postescanada.ca)>  
**Subject:** FW: Processing to Reduce Inventory

Initial attempt to send was returned to me as undelivered....

---

**From:** FRANZKE, Heinz  
**Sent:** November-07-16 3:19 PM  
**To:** 'CHARRON, Martin' <[m.charron@canadapost.postescanada.ca](mailto:m.charron@canadapost.postescanada.ca)>  
**Cc:** 'SHEARON, Mike' (<[mike.shearon@canadapost.postescanada.ca](mailto:mike.shearon@canadapost.postescanada.ca)>) <[mike.shearon@canadapost.postescanada.ca](mailto:mike.shearon@canadapost.postescanada.ca)>; 'MATSUMOTO, Doug' (<[doug.matsumoto@canadapost.postescanada.ca](mailto:doug.matsumoto@canadapost.postescanada.ca)>) <[doug.matsumoto@canadapost.postescanada.ca](mailto:doug.matsumoto@canadapost.postescanada.ca)>; FAYAD-WALLACE, Lily <[lily.wallace@canadapost.postescanada.ca](mailto:lily.wallace@canadapost.postescanada.ca)>; 'SHEPPARD, Bruce' (<[bruce.sheppard@canadapost.postescanada.ca](mailto:bruce.sheppard@canadapost.postescanada.ca)>) <[bruce.sheppard@canadapost.postescanada.ca](mailto:bruce.sheppard@canadapost.postescanada.ca)>; 'MAGEE, Stuart C.' (<[stuart.magee@canadapost.postescanada.ca](mailto:stuart.magee@canadapost.postescanada.ca)>) <[stuart.magee@canadapost.postescanada.ca](mailto:stuart.magee@canadapost.postescanada.ca)>; WILSON, Brian M. (VP, Operations) <[brianm.wilson@canadapost.postescanada.ca](mailto:brianm.wilson@canadapost.postescanada.ca)>; JARVIS, Dennis <[dennis.jarvis@canadapost.postescanada.ca](mailto:dennis.jarvis@canadapost.postescanada.ca)>; DESMARAIS, Rene <[rene.desmarais@canadapost.postescanada.ca](mailto:rene.desmarais@canadapost.postescanada.ca)>; FRANZKE, Heinz <[heinz.franzke@canadapost.postescanada.ca](mailto:heinz.franzke@canadapost.postescanada.ca)>  
**Subject:** FW: Processing to Reduce Inventory

Martin, I'm sending this note in response to your email below...

Senior Leadership of PPC are on a flight to H.O. today, so I'm involving myself as required. I think it appropriate that I respond, as I don't want there to be any false impressions left ( by your email) regarding the processes PPC is, or will, follow.

Your direction for the EO to focus has implications. Process capabilities, labour, and CBSA's ability to staff 1 with staff trained for this product line, requires review and confirmation. As of last week, PPC

was advised that for this product line was in keeping with CBSA's capabilities. To shift priorities now, is doable, as long as we have received confirmation from CBSA that they are accepting of the process. We have asked our internal Engineering group to review the process and labour capabilities required to focus the The over-labelling required for this product line, in order to feed a continuous flow to the .

Your email advising that this new focus has started today on #2 shift is not accurate. Bruce is following up with Engineering and CBSA. Once the capabilities are understood, and the implications on other product lines are accepted, then changes can be initiated.

Heinz

\*\*\*\*\*Bruce, please forward to JJ Chayeski and David Lee, as I do not have their email addresses.

---

**From:** SHEPPARD, Bruce  
**Sent:** November-07-16 11:51 AM  
**To:** FRANZKE, Heinz <[heinz.franzke@canadapost.postescanada.ca](mailto:heinz.franzke@canadapost.postescanada.ca)>  
**Subject:** Fw: Processing to Reduce Inventory

Sent from my BlackBerry 10 smartphone on the TELUS network.

---

**From:** CHARRON , Martin <[martin.charron@canadapost.postescanada.ca](mailto:martin.charron@canadapost.postescanada.ca)>  
**Sent:** Monday, November 7, 2016 11:29 AM  
**To:** FAYAD-WALLACE, Lily; SHEPPARD, Bruce; MAGEE, Stuart C.; MATSUMOTO, Doug; J. J. Chayeski; DavidK Lee  
**Cc:** JARVIS, Dennis; DESMARAIS, Rene  
**Subject:** Processing to Reduce Inventory

Hello Everyone,



Thank you.

Sent from my BlackBerry 10 smartphone on the TELUS network.

## Hamelin, Valerie

---

**From:** SHEPPARD, Bruce <bruce.sheppard@canadapost.postescanada.ca>  
**Sent:** September 30, 2016 10:25 AM  
**To:** Lee, DavidK; CHARRON, Martin  
**Cc:** MATSUMOTO, Doug; PAC-Dist\_VIMC\_MGMT\_TEAM  
**Subject:** RE: Load Leveling Vancouver to Montreal

Hi David,

Yes, the ' you reference is not being load levelled. That product arrives by air. The product that is being load levelled arrives via surface in sea cans,

Thanks,

Bruce

---

**From:** Lee, DavidK [mailto:DavidK.Lee@cbsa-asfc.gc.ca]  
**Sent:** September-29-16 2:50 PM  
**To:** SHEPPARD, Bruce <bruce.sheppard@canadapost.postescanada.ca>; CHARRON, Martin <martin.charron@canadapost.postescanada.ca>  
**Cc:** MATSUMOTO, Doug <doug.matsumoto@canadapost.postescanada.ca>; PAC-Dist\_VIMC\_MGMT\_TEAM <PAC-Dist\_VIMC\_MGMT\_TEAM@cbsa-asfc.gc.ca>  
**Subject:** FW: Load Leveling Vancouver to Montreal

Hi Martin and Bruce,

As per my previous message, it appears that the first load levelling to Montreal has been approved and our Supts are making the final arrangements from our end to complete our and ensure that the proper seals are in place.

Regards,  
David

David Lee  
Chief of Operations  
Canada Border Services Agency  
Office: 604-666-6585

---

**From:** Laurentius, Ted **On Behalf Of** Imrie, Megan  
**Sent:** September 29, 2016 11:36 AM  
**To:** 'Stephanie.Glover@canadapost.postescanada.ca'  
**Cc:** Lee, DavidK; Paradis, Erik; DGO-CPD / ODG-CPSC (CBSA/ASFC); Nassif, Marie-Pier; Toxopeus, Cathy; Monette, Jean  
**Subject:** Re: Load Leveling Vancouver to Montreal

Hi Stephanie,

We consulted with our Montreal Operations after our call yesterday, and based on the productive discussion you just had with them on the Postal Working group call, as you know they will be ready to proceed with load-levelling as soon as they receive more details on what is being sent to them. That would be the applicable delivery bills, the seal numbers and the container numbers, which you indicated were in your STV.

Once you send the missing information, Montreal will review and then provide approval. I have cc'd Erik Paradis, Chief of Operations, Montreal, as well as David Lee, Chief of Operations.

Thanks so much for your continued support.

#### **Submission #1**

- Submission date **September 29, 2016**
- Origin of location of mail to be diverted – **Vancouver**
- Destination of mail to be diverted – **Montreal**
- Proposed date to begin mail diversion – **September 29, 2016**
- Mode of diversion – **Surface (sea freight)**
- Frequency of diversion -
- Duration of diversion - **1 day**
- Volume of mail (mono's) -
- Product type (Specify if known) – **surface parcel mail**
- Foreign Post Country
- **Copies of the applicable delivery bill(s) to be load-levelled, which includes: the country of origin, quantity, and type of mail. i.e., CN 37 (Surface Mail), CN 38 (Airmail) or CN 41 (Surface Airlifted Mail)**
- **Will report the seal number used to secure the container; as well as the container number**

#### **Submission #2**

- Submission date **September 29, 2016**
- Origin of location of mail to be diverted – **Vancouver**
- Destination of mail to be diverted – **Montreal**
- Proposed date to begin mail diversion – **October 3, 2016**
- Mode of diversion – **Surface (sea freight)**
- Frequency of diversion
- Duration of diversion **1 day**
- Volume of mail (mono's)
- Product type (Specify if known) – **surface parcel mail**
- Foreign Post Country
- **Copies of the applicable delivery bill(s) to be load-levelled, which includes: the country of origin, quantity, and type of mail. i.e., CN 37 (Surface Mail), CN 38 (Airmail) or CN 41 (Surface Airlifted Mail)**
- **Will report the seal number used to secure the container; as well as the container number**

Megan

---

**From:** GLOVER, Stephanie [<mailto:Stephanie.Glover@canadapost.postescanada.ca>]  
**Sent:** September 28, 2016 5:09 PM  
**To:** Imrie, Megan

**Cc:** Nassif, Marie-Pier; Carrier, Richard; JARVIS, Dennis

**Subject:** Load Leveling Vancouver to Montreal

Here are the details of the [redacted] loaded and ready to move to Montreal noting it takes 5 to 7 days before physical arrival in Montreal.

The trailers are loaded with Surface (Sea freight) Parcels originating from Hong Kong, Korea and China. Each trailer has [redacted] of surface parcel mail. As mentioned during our teleconference this mail tends to usually be larger parcels in nature.

There are enough trailers in the yard in Vancouver to support sending one per day if Montreal is able to manage the additional volume. Please confirm with Montreal if we can send this mail today or tomorrow and if we can continue for the load levelling effort for the next week? We will stay in close communication as discussed on the load leveling efforts.

We will monitor the inventory in both Montreal and Vancouver closely but please do not hesitate to contact us if Montreal is having any issues with an inventory build.

Also, I understand Cathy is replacing Mike Junek, however I do not have her contact details. If you could have her send these to me at her convenience it would be greatly appreciated.

Best Regards,

Stephanie  
Director, Customs & Trade Facilitation  
Canada Post Corporation  
Parcels Line of Business  
International Product Management  
613-734-8945

## Hamelin, Valerie

---

**From:** SHEPPARD, Bruce <bruce.sheppard@canadapost.postescanada.ca>  
**Sent:** December 6, 2016 10:56 AM  
**To:** Lee, DavidK  
**Subject:** Re: Potential for at "offsite"

Hi Dave,

Not looking for a deep dive, I think Mike just wants to see if this is an option we should be looking at. If it is ok I'll try and set something up for tomorrow morning.

Sent from my BlackBerry 10 smartphone on the TELUS network.

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**From:** Lee, DavidK  
**Sent:** Tuesday, December 6, 2016 7:53 AM  
**To:** SHEPPARD, Bruce  
**Subject:** Re: Potential for at "offsite"

Hi Bruce - I am at our Main Street office from about mid-morning onwards today. Maybe we could set something up for tomorrow?

Just so I am clear about what we are talking about, this was the longer-term theoretical approach whereby  
would be processed in an off-site satellite facility; mitigating the  
potential risks of a spill to the PPC?

A good concept to explore, but in practice lots of logistics to sort out for the long-term - staffing, facilities, available equipment, mail flow - all which would require Regional and HQ approvals to move forward with.

Before we get too deep into discussions about this concept - it may be prudent for us to start exploring on our end what would be feasible for us to look at and what those time lines would look like.

Thoughts?

Dave

Sent from my BlackBerry 10 smartphone on the Rogers network.

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**From:** SHEPPARD, Bruce  
**Sent:** Tuesday, December 6, 2016 7:38 AM  
**To:** Lee, DavidK  
**Subject:** Potential for at "offsite"

Hi Dave,

I mentioned to my GM that this option may be possible, as discussed with Diego and Sarah. Would you be available this afternoon ( around 1?) to get together with Mike and Doug to discuss what that might look like?

Bruce

## Hamelin, Valerie

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**From:** Pinvidic, Colleen  
**Sent:** October 12, 2017 01:57 PM  
**To:** Bruce Sheppard (bruce.sheppard@canadapost.postescanada.ca); PARISIEN, Brenda  
**Subject:** FW: Evidence-Based Position Statement: Preventing Occupational Fentanyl and Fentanyl Analog Exposure to Emergency Responders

Hi Again

This was an article provided via Health Canada that I referenced yesterday.

Colleen

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**From:** Nicholson, Ruth (HC/SC) [mailto:ruth.nicholson@canada.ca]  
**Sent:** July 14, 2017 9:50 AM  
**To:** Pinvidic, Colleen <Colleen.Pinvidic@cbsa-asfc.gc.ca>  
**Cc:** Nicholson, Ruth (HC/SC) <ruth.nicholson@canada.ca>; Krawciw, Don (HC/SC) <don.krawciw@canada.ca>; Brioschi, Jennifer (HC/SC) <jennifer.brioschi@canada.ca>; Beech, Brian (HC/SC) <brian.beech@canada.ca>  
**Subject:** Evidence-Based Position Statement: Preventing Occupational Fentanyl and Fentanyl Analog Exposure to Emergency Responders

Hello Colleen:

Attached please find excerpts from the attached evidence-based article about the OSH implications of Fentanyl and Carfentanyl to workers. This article was published very recently by the American College of Medical Toxicology (ACMT) and American Academy of Clinical Toxicology (AACT):

***Position Statement: Preventing Occupational Fentanyl and Fentanyl Analog Exposure to Emergency Responders***  
[http://www.acmt.net/ Library/Fentanyl Position/Fentanyl PPE Emergency Responders .pdf](http://www.acmt.net/Library/Fentanyl%20Position/Fentanyl%20PPE%20Emergency%20Responders.pdf)

***Excerpts from attached article: Position Statement: Preventing Occupational Fentanyl and Fentanyl Analog Exposure to Emergency Responders***

"Incidental dermal absorption is unlikely to cause opioid toxicity. If bilateral palmar surfaces were *covered* with fentanyl patches, it would take approximately 14 minutes to receive 100 micrograms. . . . Even a high dose of fentanyl (specifically) prepared for transdermal administration cannot rapidly deliver a high dose. . . ."

"The initial period is of the most relevance in an unintentional exposure. . . . Fentanyl that is observed on skin can be rapidly removed by mechanical (brushing) means or cleansing with water. Therefore, based on our current understanding of the absorption of fentanyl and its analogs, it is very unlikely that small, unintentional skin exposures to tablets or powder would cause significant opioid toxicity, and if toxicity were to occur it would not develop rapidly, allowing time for removal (of the powder)."

(However) "Mucous membranes do present an opportunity for absorption of fentanyl and its analogs. Fentanyl, for example, exhibits greater than 30-fold absorption across mucous membranes when compared to skin. . . . A healthy male veterinarian was splashed in the eyes and mouth with contents of a dart containing 1.5 mg of carfentanil and 50 mg xylazine. Despite immediately washing his face with water, he became drowsy within two minutes; he responded promptly to the administration of naltrexone [28]. (However), it is not clear to what extent these effects were a result of carfentanil exposure. . . . Although facial contact with liquid or powder opioids is unlikely, OSHA rated splash protection would be sufficient to prevent mucous membrane (splash) exposure."

"Despite anecdotal reports that higher-than-usual doses may be necessary [30], animal data suggest that *a standard doses of naloxone* should be sufficient to reverse carfentanil [31]."

#### "Dermal Precautions"

- "For routine handling of these drugs, nitrile gloves provide sufficient protection".
- "In situations where an enclosed space is heavily contaminated with a potential highly potent opioid, water resistant coveralls should be worn".
- "Incidental dermal exposures should immediately be washed with copious amounts of water. Alcohol based hand sanitizers should *not* be used for decontamination as they do not wash opioids off the skin and may increase dermal drug absorption."

#### "Respiratory Precautions"

- "For opioid toxicity to occur, the drug must enter the blood and brain from the environment. Toxicity cannot occur from simply being in proximity to the drug. . . ."
- "In the *unusual* circumstance of *significant* airborne suspension of powdered opioids, a properly fitted N95 respirator . . . is likely to provide reasonable respiratory protection."

#### "Mucous Membrane/Splash Exposure"

- "OSHA-approved (splash) protection for eyes and face should be used during tasks where there exists possibility of splashes to the face."

#### "General Precautions and Management of Exposure"

- "Workers who may encounter fentanyl or fentanyl analogs should be trained to recognize the symptoms and objective signs of opioid intoxication, have naloxone readily available, and be trained to administer naloxone."

#### "Naloxone Administration and Airway Management"

- "Naloxone should be administered to those with objective signs of hypoventilation (very slow rate of breathing) from opioid intoxication".
- "If hypoventilation persists following initial naloxone dose and personnel with advanced airway training are not available, repeat naloxone until reversal is seen or 10 mg is administered."
- "Despite anecdotal reports that higher-than-usual doses may be necessary [30], animal data suggest that standard doses of naloxone should be sufficient to reverse carfentanil".

#### "Long-term Sequelae of Exposure"

- "In the absence of prolonged hypoxia, no persistent effects are expected following fentanyl or fentanyl analog exposures. Those with small subclinical exposures and those who awaken normally following naloxone administration will not experience long-term effects."

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I added the italics in the quote. I found this article factual and helpful.

Hopefully this is of assistance to you.

With best regards, from – Ruth

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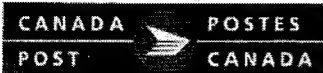
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Canada Border  
Services Agency
Agence des services  
frontaliers du Canada

## CANADA POST CORPORATION / CANADA BORDER SERVICES AGENCY

## CORE TEAM MEETING

Date: September 25, 2017, 11:30 AM-11:47 AM

## Participants:

Canada Post Corporation Participants	
Dennis Jarvis	General Manager, International Product Management
Ian Kerr (Absent)	General Manager, Process Engineering
Jason Pryszlak	General Manager, Process Engineering
Stephanie Glover (Absent)	Director, Customs & Trade Facilitation

Canada Border Services Agency Participants	
Lisa Janes	Director General, Border Operations
Mike Leahy	a/Director General, Commercial Programs
Mike Junek	Director, Commercial Programs
Steven Bell	Senior Program Advisor, Commercial Programs
Dexter Bothwell	Senior Program Advisor, Border Operations

## Key Discussion Points:

1	Opening Comments:
	<ul style="list-style-type: none"> <li>Opening remarks and introductions were completed.</li> </ul>
2	Update on Peak Period Action Plans:
	<ul style="list-style-type: none"> <li>CBSA provided an update on the work that is being done regarding the peak period action plans. <ul style="list-style-type: none"> <li>The plans focus on the identification of staff from other locations, creation of more capacity, and the addition of hours (before or after shift as well as a Saturday component).</li> <li>Two VP level calls took place last week (Monday, September 18 and Wednesday, September 20) between the CBSA and CPC in which the peak period actions plans for the mail centres were discussed.</li> <li>CPC asked if CBSA's peak period activities (i.e. <i>working hours</i>) could be moved up as volumes are already starting to increase.</li> <li>The CBSA has done some preliminary work and has consulted with their regional operations on the feasibility of working additional hours. This plan was shared with CPC (Manon Fortin) on Friday, September 22.</li> <li>The CBSA noted that they are in the process of obtaining approval this of "expanded approach" (dependent upon available funding). The Agency is uncertain when this "expanded approach" will receive approval.</li> </ul> </li> </ul>



	<ul style="list-style-type: none"> <li>○ It was noted that CPC requires this information to input into their model and for their position going into the peak season.</li> <li>• The original peak period action plan has been approved, however, the revised plan is now being reassessed at (approval still to be sought). CBSA advised that if a Governance/Finance Committee meeting is required, an ad hoc meeting could be schedule to move things along.</li> </ul>
3	Round Table and Closing Remarks:
	<ul style="list-style-type: none"> <li>• N/A</li> </ul>